

# Alabama Public Service Commission

Report Date: 1/30/2009

## Consumer Service Section

### Monthly Activity Report

Between 1/1/2009 And 1/31/2009

Utility Company Code	Needs Service	High Bills	Deposit	Service Problems	Payment Arrangement	Denied Toll	Slamming	Cramming	Billing Problems	Non-Pay Disconnect	900/Pay Per Call	No Jurisdiction	Other	Inquiries	Total
Alabama Power	3	9		5					16				6	71	110
Alagasco				2					8				2	20	32
Ardmore															
AT & T Southeast	1			45				1	27			2	7	12	95
Castleberry															
CenturyTel				3					3				1	2	9
Deltacom				1					2						3
Farmers														1	1
Floral															
Frontier															
Graceba															
Gulf															
Hayneville															
Interstate/Valley															
MCI							1		1						2
Millry															
Mobile Gas Service									1					5	6
Mon-Cre															
Moundville															
National															
New Hope															
OTELCO									1						1
Pine Belt															
Ragland															
Roanoke															
Sprint															
TDS Telecom															
Union Springs															
Windstream				1					1						2
Water Companies									1						1
Local Resellers	3			2			1						2	3	11
Miscellaneous Inquiries															340
Misc Jurisdiction	1			4			2	6	2				1	3	19
900/Pay Per Call															
No Jurisdiction	2	1		5					2			2	2	13	27
Other															
Toll Resellers							1								1
TOTALS	10	10		68			5	7	65			4	21	130	660

Field Investigations - 4

Meetings Held/Attended - 1